

## Qualifications

Systems Design has been the contract provider to the Juvenile Court and Juvenile Court Clerk's Office for the last twelve years. Don Jarnagin has been the on-site consultant for nineteen of the last twenty-one years. During this time, Mr. Jarnagin has shown total commitment to the Juvenile Court Clerk through around-the-clock support of mainframe, mini computer, and network applications. He has developed, integrated, and maintained all systems for the Juvenile Court Clerk through experience and knowledge obtained over the past twenty-one years. This experience includes, but is not limited to, the following:

- *Computer system design, development and programming, including applications in budgeting and accounting.* Systems Design has worked extensively with the budgeting and accounting department at the Juvenile Court. Utilizing PSAS on the AS/400e, along with various spreadsheets on the microcomputer platform, has increased the efficiency and operating cost of these departments. Also in use is a custom-written COBOL/CICS system that has serviced the Court Clerk for the past twenty-two years. This system continues to provide the most efficient method of tracking funds within the Court Clerk's Office.
- *Specific experience with IBM AS/400, Novell Networks, Microsoft Networks.* Systems Design has provided all support (operations, systems resources, applications programming, and interconnectivity) with these mini-computers and networks. We have also utilized interconnectivity with the State of Tennessee's IBM AS/400, Amdahl mainframe, and statewide WAN. We currently have installed and are supporting a Novell 4.x server, Novell 5.x server, Microsoft 2003 Advanced Server and a SQL 2003 Server. We also support the Exchange Server system currently installed on the WAN.
- *Specific experience with COBOL and CICS programming and on-line systems for IBM AS/400 and Novell Networks.* Don Jarnagin has developed extensive on-line and batch applications for the Juvenile Court and Court Clerk's office utilizing COBOL and CICS programs accessing VSAM data files. In 1993, Don converted two million records from the IBM 4361 mainframe to a Novell 4.x network in an effort to move the Juvenile Court Clerk into new technology. Along with data conversion, Don converted numerous on-line and batch programs utilizing Computer Associates Realia COBOL and CICS. While some of these systems have been converted to Microsoft Visual Basic 6.0, others are in the planning stages. All systems are currently being streamlined into a new VisualStudio.Net system.

- *Specific experience with FoxPro for Windows, Foxfire, Microsoft Visual Basic, Microsoft Access, Windows 98, Windows 2000, Windows XP, Windows Vista, and SQL 2003.* While under contract with the Juvenile Court, Don Jarnagin has utilized FoxPro and Foxfire for the JCS32 Juvenile tracking system to provide additional reports for the Juvenile Court. Utilizing Visual Basic and Access, Don has imported data from the JCS32 system in order to provide specific reports for the Juvenile Court that the developer of that system, Softec, Inc., has not been able to provide. There are also various satellite systems written in Access and Visual Basic throughout the Juvenile Court and Clerk's Office, including the Juvenile Court Minutes system, the Process and Warrants System, and Employee databases tracking evaluations, FMLA, and compensation time. Don has also managed various PC's in the building based on Windows 98, Windows 2000, Windows XP, and Windows Vista. This management includes securing software updates and patches, as well as networking into the Novell and Microsoft networks.
- *Specific experience with City/County data processing.* Systems Design has assisted in the installation and testing of the JMS workstations at the Juvenile Court. We have also worked with data processing in specifications and acquisition of computer hardware. Systems Design has also consulted with the Shelby County Health Department installing PC's, terminals, and an IBM AS/400 at all of their various locations.
- *General knowledge of the Juvenile Court Clerk's policies and procedures and organizational structure.* Throughout the past several years, Systems Design has written policies and procedures, organizational structures, and statements of work for the entire spectrum of the data processing department of the Juvenile Court, including the Juvenile Court Clerk's office.
- *Specific experience with State of Tennessee Child Support systems including TCSES, Accent, CSMS, and Model Clerk.* Don Jarnagin has worked with the State of Tennessee for twenty-one years, including two years as a consultant with Arthur Andersen converting Juvenile Court child support cases to the TCSES system. Don was instrumental in developing, testing, and implementing the payment interface system between the Shelby County Juvenile Court Clerk's office and the TCSES system. Don also assisted in the design and testing of the Tennessee Model Clerk's system utilized by many counties throughout the State of Tennessee.



### **Project Cost and Term**

Systems Design offers the following alternatives for staffing to meet the requirements of the contract. The alternatives differ in cost depending on the scope of services and hours required. The Juvenile Court Clerk may choose which alternative best serves its needs. Based on the current progress of development and ongoing support, the middle option (Senior Consultant, 1500 hours maximum) would best fit the needs of the Clerk.

<b><i>Cost</i></b>	<b><i>Hours (Maximum)</i></b>	<b><i>Description</i></b>
<i>\$165,000</i>	<i>2,000</i>	<i>Senior Consultant</i>
<i>\$132,000</i>	<i>1,500</i>	<i>Senior Consultant</i>
<i>\$ 98,000</i>	<i>1,000</i>	<i>Senior Consultant</i>

Annual contract price increases equal to Shelby County employees raises as set forth by the Shelby County Commissioners for the '09-'10, '10-'11, and '11-'12 budget years.

## **Experience and References**

Systems Design is a Memphis, Tennessee based company providing computer consulting services throughout the mid-south area. We have been in business since April, 1993 providing service to Shelby County Government and the State of Tennessee, along with many other county agencies throughout the state. We also provide network support and custom software, specifically in accounting, to many local businesses within the Memphis area.

At Systems Design, our goal is to provide a cost-effective computer consulting service that replaces the need for employed computer staff. We want to be an external company that is so transparent you believe we are actually employees. If we are that transparent and can provide all services requested based on our resources, we can save clients time, money and effort to allow them to focus on their business needs and not computer concerns.

We at Systems Design firmly believe we can make money by saving our clients money. These are the business opportunities we are looking for.

Systems Design has provided computer consulting services to the following agencies:

- Shelby County Juvenile Court and Court Clerk 1993 – present
- Shelby County Health Department 1995 – 1997
- Williamson County Juvenile Court 1993 – present
- State of Tennessee 2004 – present
- Obion County Juvenile Court 2002 – present

All of the above-mentioned services are similar or directly related to this contract. Each provides different views and strategies, but a common goal. All of the Courts mentioned above are provided networking and programming support. The Williamson County Juvenile Court has been totally converted to a Visual Basic system and is being converted to a VisualStudio.Net system comparable to the Shelby County Juvenile Court Clerk's Office.

Systems Design is also involved in the private sector of business. The following businesses are provided networking and accounting support:

- PureWood Products, Inc.
- BiWood Flooring, Inc.
- Stroud Photography, Inc.

- Stroud and Harper, LLC
- Longview Heights Baptist Church
- X-Tended Missions Network
- Keller-Williams Realty Southaven
- Homer Skelton Ford
- Richard Williams Orthodontist
- Wells Construction Corporation

Don Jarnagin will continue to provide the ongoing service required for the above-mentioned topics. He has served in this capacity for nineteen of the last twenty-one years. Please see the attached resume for complete qualifications.

Our past performance record at the Juvenile Court is evidence of the proficiency and quality of our services and our ability to deliver to the Juvenile Court the very best services it can acquire at a comparable cost.

References:

Brenda Hyden, Juvenile Court Clerk  
Williamson County Juvenile Court Clerk  
408 Century Ct.  
Franklin, TN  
(615) 790 - 5814

Jan Cooksey, Accountant  
BiWood Flooring, Inc.  
3825 Old Getwell Rd.  
Memphis, TN 38118  
(901) 795 - 3567

Philip Stroud, Attorney  
Stroud & Harper, LLC  
5779 Getwell Rd., Building C, Suite 1  
Southaven, MS 38672  
(662) 536 - 5656



# DON JARNAGIN

## OBJECTIVE

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Obtain a Technical Administrator position enabling me to utilize a wide variety of skills and knowledge to build an advanced information systems department enhancing and supporting all areas of a corporation.

## EDUCATION

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1986                      Electronic Data Systems, Inc.                      Plano, Texas  
*Systems Engineer Program*

- Ranked in the top 2% of the class.
- Chosen as an Assistant Instructor for the Systems Engineer Program.

1981 - 1985              Union University                      Jackson, Tennessee  
*B.S. in Mathematics and Computer Science*

## PROFESSIONAL EXPERIENCE

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1993 - Present          Systems Design, Inc.                      Memphis, Tennessee  
*President*

1988 - 1992              Integrated Computer Services, Inc.          Memphis, Tennessee  
*Systems Analyst/Network Administrator*

1985 - 1987              Electronic Data Systems, Inc.                      Plano, Texas  
*Systems Engineer*

1983 - 1985              Union University                      Jackson, Tennessee  
*Computer Operator*

## SOFTWARE EXPERIENCE

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*Microsoft Access 2003/Visual Basic 6.0:* Designed various database systems for clients including TLG Accounting, a full accounting system complete with extensive inventory and human resource modules. This system is in place in small to medium businesses, as well as government agencies. Designed case management system for tracking juveniles in the Shelby County Juvenile Court.

*Microsoft SQL 2003:* Adapted TLG Accounting to SQL for enhanced performance and data integrity. Installed and maintained document imaging system on SQL2003 Server.

*Computer Associates COBOL/CICS Workbench:* Designed, converted, and integrated a mainframe COBOL application for Child Support from an IBM mainframe to a Novell network utilizing COBOL/CICS Workbench, including 40 online programs, 50 batch programs, and 3 million VSAM records. Performed data testing and verification through parallel systems. Performed a wide variety of extensive system modifications for both the online and batch systems.

*IBM COBOL/CICS/IMS/DLI:* Designed and developed security subsystems for various government systems including Texas Title XIX Medicaid, Connecticut Title XIX Medicaid and Kentucky Automated Management Eligibility System (KAMES). Also served as database administrator for these projects.

*Assembler:* Maintained assembler Title XIX Medicaid system while other team members converted this system to Adabas/Natural.

*Adabas/Natural:* Designed and implemented security subsystem for the Louisiana Title XIX management system (L'AMI).

*VSAM, JCL and IBM Utilities:* Utilized JCL, TSO/SPF and various other system utilities to assist in maintenance and testing of all systems.

## NETWORK EXPERIENCE

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*Novell Netware 4.x – 5.x:* Installed and configured 250-user Novell 5.1 network. Integrated this network into a statewide WAN, attaching to approximately 80 Novell 4.11 systems.

*Microsoft 2003 Server:* Installed and configured 100-user Windows2003 Server with SQL2000. This document management system was integrated into the statewide WAN.

*Microsoft 2000 Server:* Installed and configured numerous Windows2000 Servers ranging from 5 to 25 users in various business environments.

*Windows 98/95/2000/XP/Vista:* Installed numerous peer-to-peer networks ranging from 3 to 10 users.

*Topology:* Designed network structures for cable installation utilizing Fiber optic, Category 5 twisted pair (Ethernet and Token-Ring), coax and twinax.

*Communication:* Analyzed and projected network traffic to determine optimal utilization of switches, hubs, and routers. Implemented DSL and ISDN routers for Internet connectivity and Ecommerce.

*Servers:* Researched and analyzed file server specifications for optimum performance, security and redundancy for customers. Upon completion, installed, configured and maintained servers maximizing performance and data integrity.

*IBM AS/400:* Installed, configured, and maintained IBM AS/400. Integrated this system into the WAN, allowing for PC emulation, eliminating dedicated terminals and printers.

*Security:* Installed, configured, and maintained GEO Systems camera software, cameras, and wiring for Clerk's office security system. Record and backup all video for review and documentation.

*Scanning:* Installed, configured, and maintained current document imaging system for the Juvenile Court Clerk. Integrated with the County's existing OnBase database system for retrieval and archiving.

## SUPERVISORY EXPERIENCE

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*Budget:* Prepared budget for operations and capital improvement for IS Department. Assisted departmental supervisors in preparing computer budgets and acquisitions. Presented budgets for board approval.

*Contracts:* Researched and wrote Request for Proposals (RFP) for contract/consulting vendors. Analyzed and compared requests for negotiating of contracts.

*Procedures:* Developed and wrote in conjunction with departmental administrators Policies and Procedures for each department, including the IS department. Designed backup, redundancy and disaster recovery procedures for the entire IS department.

*Instruction:* Assistant Instructor for EDS' Systems Engineering Development Program. Trained, managed and evaluated classes of System Engineer trainees.

*Training:* Planned and conducted training seminars for software utilizing Microsoft PowerPoint, brochures and manuals.

*Management:* Assisted in the evaluating of positions, as well as the hiring, training, and managing of these positions for the Information Systems department. Structured workflow and conducted staff meetings for this organization. Evaluated and selected training courses for IS staff. Managed up to 20 staff/team members on various occasions.

*Liaison:* Worked within all departments of private business and government agencies to assess needs and services.

#### PERSONAL EXPERIENCE

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*Married:* Melanye for 22 years

*Children:* Jesse – 18

Jedediah – 15

Jonas – 13

Joel – 11

*Hobbies:* Basketball

Golf

Camping